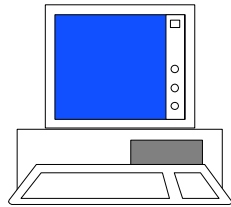


Resource Directory  
for  
Older People  
in Maine



Department of Human Services  
Bureau of Elder and Adult Services

AUGUST 2003



The Bureau of  
Elder and Adult Services  
Resource Directory is also available  
on the Internet

[www.maine.gov/dhs/beas](http://www.maine.gov/dhs/beas)



# State of Maine

John Elias Baldacci  
Governor

If you have suggestions for improving  
this booklet, please contact:

Bureau of Elder and Adult Services  
Department of Human Services  
442 Civic Center Drive  
#11 State House Station  
Augusta, Maine 04333-0011  
207-287-9200 FAX: 207-287-9229

**Toll Free Nationwide: 1-800-262-2232**  
**Local/Out-of-State TTY: 207-287-9234**  
**Toll Free Statewide TTY: 1-888-720-1925**

## Table of Contents

### *Statewide Resources*

<b>ADULT DAY SERVICES.....</b>	<b>1</b>
<b>ADULT PROTECTIVE SERVICES .....</b>	<b>2-3</b>
<b>ADVOCATES FOR MEDICARE PATIENTS (AMPs).....</b>	<b>4</b>
<b>AGE DISCRIMINATION IN EMPLOYMENT.....</b>	<b>5</b>
<b>ALCOHOLISM AND SUBSTANCE ABUSE .....</b>	<b>6</b>
<b>ALZHEIMER'S CARE AND SUPPORT.....</b>	<b>7-8</b>
ADULT DAY SERVICES.....	7
IN-HOME AND OVERNIGHT RESPITE CARE .....	8
INFORMATION AND ASSISTANCE .....	8
<b>AREA AGENCIES ON AGING.....</b>	<b>A1-A2</b>
<b>ASSISTED LIVING .....</b>	<b>57</b>
<b>CAREGIVER SUPPORT</b>	
(SEE FAMILY CAREGIVER SUPPORT) .....	19
<b>COMMUNITY OPTIONS PROGRAM .....</b>	<b>9</b>
<b>CONSUMER FRAUD .....</b>	<b>10-11</b>
<b>COOPERATIVE EXTENSION SERVICE</b>	
<b>UNIVERSITY OF MAINE SYSTEM.....</b>	<b>12</b>
<b>DISABILITY RIGHTS CENTER.....</b>	<b>13</b>
<b>EDUCATIONAL OPPORTUNITIES .....</b>	<b>14-16</b>
ADULT EDUCATION .....	14
ELDERHOSTEL .....	14
SENIOR COLLEGE .....	15
TECHNICAL COLLEGES.....	16
UNIVERSITY OF MAINE SYSTEM.....	16

<b>EMPLOYMENT AND TRAINING.....</b>	<b>17-18</b>
EMPLOYMENT SERVICES - CAREER CENTERS .....	17
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP) .....	17-18
WOMEN, WORK AND COMMUNITY .....	18
<b>FAMILY CAREGIVER SUPPORT PROGRAM .....</b>	<b>19</b>
<b>FOOD STAMP PROGRAM.....</b>	<b>20</b>
<b>GENERAL ASSISTANCE PROGRAM.....</b>	<b>21</b>
<b>GUARDIANSHIP AND CONSERVATORSHIP .....</b>	<b>22</b>
<b>HEALTH INSURANCE COUNSELING.....</b>	<b>23</b>
<b>HEALTH SCREENING AND CARE.....</b>	<b>24-28</b>
DENTAL.....	24
EYE CARE .....	25-27
HEARING.....	27-28
<b>HOME CARE.....</b>	<b>29</b>
<b>HOSPICE SERVICES .....</b>	<b>30</b>
<b>HOUSING.....</b>	<b>31-34</b>
HOME ENERGY ASSISTANCE (HEAP) .....	31
HOME EQUITY CONVERSION .....	31
HOME REPAIR.....	31-32
MARKET RATE RENTAL HOUSING.....	33
RENTAL ASSISTANCE AND SUBSIDIZED HOUSING.....	33-34
WEATHERIZATION .....	34
<b>INDEPENDENT LIVING SERVICES.....</b>	<b>35-36</b>
ALPHA ONE .....	35
MAINE CONSUMER INFORMATION & TECHNOLOGY TRAINING EXCHANGE (CITE).....	36
TECHNICAL EXPLORATION CENTER OF UNITED	

CEREBRAL PALSY OF NORTHERN MAINE .....	36
<b>INFORMATION, ASSISTANCE AND OUTREACH SERVICES .....</b>	<b>37</b>
<b>INSURANCE.....</b>	<b>38</b>
<b>LEGAL SERVICES .....</b>	<b>39</b>
LEGAL SERVICES FOR THE ELDERLY HOTLINE .....	39
<b>LONG-TERM CARE .....</b>	<b>40</b>
<b>LONG-TERM CARE OMBUDSMAN PROGRAM.....</b>	<b>41</b>
<b>LOW COST DRUGS FOR THE ELDERLY AND DISABLED PROGRAM.....</b>	<b>42-43</b>
<b>MAINE MEDICARE EDUCATION PARTNERSHIP.....</b>	<b>44</b>
<b>MAINECARE (FORMERLY MEDICAID).....</b>	<b>45</b>
<b>MAINECARE FOR WORKERS WITH DISABILITIES.....</b>	<b>46</b>
<b>MEDICARE .....</b>	<b>47</b>
<b>MENTAL HEALTH SERVICES.....</b>	<b>48-49</b>
<b>NATIVE AMERICAN INDIAN GRANTS &amp; SERVICES .....</b>	<b>50-51</b>
<b>NORTHEAST HEALTH CARE QUALITY FOUNDATION (MEDICARE QUALITY).....</b>	<b>52</b>
<b>NUTRITION/MEALS .....</b>	<b>53</b>
COMMUNITY MEAL SITES.....	53
HOME DELIVERED MEALS .....	53
<b>NURSING FACILITIES .....</b>	<b>56-57</b>
(SEE ASSISTED LIVING & NURSING FACILITY CARE)	
<b>PROPERTY TAX &amp; RENT REFUND .....</b>	<b>54-55</b>

<b>ASSISTED LIVING AND NURSING FACILITY CARE ..</b>	<b>56-57</b>
...ASSISTED LIVING RESIDENCES .....	56
...ADULT FAMILY CARE HOMES .....	56
...CONGREGATE HOUSING SERVICE PROGRAMS .....	56
NURSING FACILITIES .....	56
...RESIDENTIAL CARE FACILITIES .....	56
<b>SHELTERS FOR HOMELESS PEOPLE AND VICTIMS OF FAMILY VIOLENCE .....</b>	<b>58</b>
<b>SUPPLEMENTAL SECURITY INCOME (SSI) .....</b>	<b>59</b>
<b>SUPPORT GROUPS .....</b>	<b>60</b>
<b>TAX PREPARATION .....</b>	<b>61</b>
<b>TELEPHONE DISCOUNTS .....</b>	<b>62</b>
<b>TRANSPORTATION SERVICES.....</b>	<b>63</b>
<b>VETERANS SERVICES.....</b>	<b>64-65</b>
<b>VOLUNTEER OPPORTUNITIES .....</b>	<b>66-71</b>
FOSTER GRANDPARENT PROGRAM (FGP) .....	66-67
LONG-TERM CARE OMBUDSMAN PROGRAM .....	67
MAINE COUNCIL OF SENIOR CITIZENS .....	68
MAINE MEDICARE EDUCATION PARTNERSHIP.....	67
RETIRED SENIOR VOLUNTEER PROGRAM (RSVP).....	68-69
SENIOR COMPANION PROGRAM (SCP) .....	69
SERVICE CORPS OF RETIRED EXECUTIVES (SCORE).....	70-71

## Addresses And Phone Numbers

<b>AREA AGENCIES ON AGING.....</b>	<b>A1-A2</b>
AROOSTOOK AGENCY ON AGING.....	A1
EASTERN AGENCY ON AGING .....	A1
SENIORSPLUS .....	A2
SENIOR SPECTRUM.....	A2
SOUTHERN MAINE AGENCY ON AGING .....	A2
<b>BUREAU OF ELDER AND ADULT SERVICES.....</b>	<b>A3</b>
<b>COMMUNITY ACTION PROGRAMS.....</b>	<b>A4-A6</b>
<b>COOPERATIVE EXTENSION OFFICES .....</b>	<b>A7-A10</b>
<b>DEPARTMENT OF HUMAN SERVICES REGIONAL OFFICES .....</b>	<b>A11-A16</b>
REGION I (BIDDEFORD, PORTLAND, SANFORD))	A11-A16
REGION II (AUGUSTA, FARMINGTON, LEWISTON, ROCKLAND, SKOWHEGAN, SOUTH PARIS).....	A12-A14
REGION III (BANGOR, CALAIS, CARIBOU, ELLSWORTH, FORT KENT, HOULTON, MACHIAS).....	A14-A16
<b>DIVISION FOR THE BLIND &amp; VISUALLY IMPAIRED OF THE BUREAU OF REHABILITATION SERVICES IN THE DEPARTMENT OF LABOR .....</b>	<b>A17-A18</b>
<b>EMPLOYMENT SERVICE AGENCIES .....</b>	<b>A19-A25</b>
(ONE STOP CAREER CENTERS)	
<b>LEGAL SERVICES FOR THE ELDERLY (LSE) .....</b>	<b>A26-A27</b>
LEGAL HOTLINE .....	A26
ADVOCATES FOR MEDICARE PATIENTS (AMPS) .....	A26
LSE BUSINESS OFFICES .....	A26-A27
<b>MENTAL HEALTH SERVICE PROVIDERS .....</b>	<b>A28-A30</b>

**SENIOR COLLEGE ..... A31-A32**

**SOCIAL SECURITY OFFICES .....A33**

**TECHNICAL COLLEGES ..... A34-A35**

**TRANSPORTATION PROVIDERS ..... A36-A38**

**UNIVERSITY OF MAINE SYSTEM.....A39**

**WOMEN, WORK, AND COMMUNITY ..... A41-A44**

**NOTES**

## Adult Day Services

Adult Day Services provide social and health services designed to meet individual needs. Services may include: meals; social, physical and educational activities; information and referral; assistance with personal care and activities of daily living; and health monitoring.

The booklet “**Home Care: Where to Find It**”, available from the Bureau of Elder and Adult Services, has a list of Adult Day Service providers throughout the state. Contact:

### **Bureau of Elder and Adult Services**

**Local.....207-287-9200**  
**Toll Free Nationwide.....1-800-262-2232**  
**Local/Out-of-State TTY.....207-287-9234**  
**Toll free Statewide TTY.....1-888-720-1925**

**Note:** *This list will not have providers licensed after the publication of the booklet. For updates or more information call or write:*

### **Assisted Living Licensing Services**

**#11 State House Station**

**Augusta, Maine 04333-0011.....1-800-791-4080**

## Adult Protective Services

The Bureau of Elder and Adult Services provides or arranges for services to protect incapacitated and dependent adults (age 18 and over) in danger of abuse, neglect or exploitation.

To make a report or for more information, call toll free:

**Nationwide 24-hour, toll-free 1-800-624-8404**  
**TTY (during business hours) 1-800-624-8404**  
**TTY In-State (after hours) 1-800-963-9490**  
**TTY Out-of-State (after hours) 207-287-3492**

To report abuse, neglect or exploitation in a facility licensed by the Department of Human Services, call:

**Toll free Statewide.....1-800-383-2441**  
**Local/Out-of-State TTY.....207-287-9312**

See next page for how to report abuse, neglect or exploitation for adults with mental retardation.

*Adult Protective Services (Cont.)*

If the adult has mental retardation, the Department of Behavioral and Developmental Services Office of Advocacy can help.

To report abuse, neglect or exploitation of an adult with mental retardation call the Advocate at:

- Region 1 (York & Cumberland).....207-822-0270**
- TTY.....207-828-0272**
- Region 2 (Central & Mid-coast).....207-287-2205**
- TTY.....207-287-1798**
- Region 3 (Northern & Eastern).....207-941-4360**
- TTY.....207-941-4392**

*For after business hour reports, call the Chief Advocate or leave a message at:*

*207-287-4228  
TTY: 207-287-1798*

**Advocates for Medicare Patients (AMPs)**

If you have been denied Medicare benefits for home health, skilled nursing facility or hospital care, call or write:

Advocates for Medicare Patients (AMPs)  
9 Green Street, PO Box 2723  
Augusta, Maine 04338-2723.....207-621-0374  
Toll Free V/TTY ..... 1-800-750-5353

This is a program of Legal Services for the Elderly, Inc.



## Age Discrimination in Employment

If you feel you have been forced to retire or otherwise discriminated against because of age, or would like more information regarding your rights as a job applicant, employer or employee, call or write:

Maine Human Rights Commission

#51 State House Station

Augusta, Maine 04333 ..... 207-624-6050

Local/Out-of-State TTY ..... 207-624-6064

## Alcoholism and Substance Abuse

The Information & Resource Center of the Office of Substance Abuse provides information about alcohol and other drugs, substance abuse prevention, treatment, research and education. For more information, call or write:

Office of Substance Abuse

Information & Resource Center

#159 State House Station

Marquardt Building, AMHI Complex

Augusta, Maine 04333-0159 ..... 207-287-8900

Toll Free V/TTY ..... 1-800-499-0027

**OR**

Check the BEAS website on substance abuse and elders:

[www.maine.gov/dhs/beas/alcohol/welcome.htm](http://www.maine.gov/dhs/beas/alcohol/welcome.htm)

## Alzheimer's Care and Support

Services for people with Alzheimer's Disease or other dementias, and their caregivers include diagnosis and evaluation at memory clinics, adult day services, in-home and overnight respite, home care services and special care units in residential care and nursing facilities.

**Adult day services** are available throughout the state. Some are designed specifically for persons with dementia. To ask for help with the cost of these services, talk directly with the day program you might use. For more information, call or write:

Bureau of Elder and Adult Services

#11 State House Station

Augusta, Maine 04333-0011 ..... 207-287-9200

Toll Free Nationwide ..... 1-800-262-2232

Local/Out-of-State TTY ..... 207-287-9234

Toll Free TTY ..... 1-888-720-1925

**In-home respite** may provide several hours a week of time off from your care giving duties occasionally or on a regular basis. Up to two weeks a year of *overnight respite* is offered at certain nursing homes, residential facilities, or at home. The "Partners in Caring" program at your local Agency on Aging may help to cover the cost of these respite services. See pages A1-A2 for the Area Agency on Aging that serves the area you live in.

**Information about services and assistance for individuals with dementia** is available from the Alzheimer's Association. They also provide lists of support groups. Contact the Association to request their directory. The directory shows where you can find the following services in each county of Maine: Diagnosis and Evaluation Units (Memory Clinics); Geriatricians; Elder Law Attorneys; Respite Programs; Support Groups; Adult Day Services; Home Health and Homemaker Agencies; Residential and Nursing Facilities with Alzheimer's (Special Care) Units.

Alzheimer's Association, Maine Chapter

163 Lancaster Street, Suite 160B

Portland, Maine 04101-2406.....207-772-0115

Toll Free.....1-800-660-2871

Fax.....207-772-0354

## Community Options Program

If you live in a nursing home, or live at home and have questions about community services available to you, call or write:

Bureau of Elder and Adult Services

#11 State House Station

Augusta, Maine 04330-0011 ..... 207-287-9200

Toll Free Nationwide ..... 1-800-262-2232

Local/Out-of-State TTY ..... 207-287-9234

Toll Free TTY ..... 1-888-720-1925

## Consumer Fraud

Maine consumers are protected against fraud and unfair and deceptive practices by a variety of state laws. To learn more about your rights as a consumer, or to file a complaint, call or write:

### Consumer Mediation Service

Attorney General's Office

#6 State House Station

Augusta, Maine 04333 ..... 207-626-8800

Local/Out-of-State TTY ..... 207-626-8865

(Hours: 9 a.m. - 12 noon)

The Attorney General's Office also investigates fraud by MaineCare (*Medicaid*) providers, and situations where there are allegations of abuse, neglect or exploitation by staff in a facility that receives MaineCare. Call or write:

### MaineCare Fraud Control Unit

#6 State House Station

Augusta, Maine 04333 ..... 207-626-8520

TTY ..... 207-626-8865

## ***Consumer Fraud (Cont.)***

### **Office of Consumer Credit Regulation**

#35 State House Station

Augusta, Maine 04333 ..... 207-624-8527

Toll Free ..... 1-800-332-8529

Local/Out-of-State TTY ..... 207-624-8563

### **Public Utilities Commission**

#18 State House Station

Augusta, Maine 04333 ..... 1-800-452-4699

If you need a lawyer to represent you in a consumer fraud case, call Legal Services for the Elderly at: Toll Free V/TTY 1-800-750-5353.

**See also Bureau of Insurance listed on page 38.**

## **Cooperative Extension Service University of Maine System**

The Cooperative Extension Service of the University of Maine System conducts a variety of programs in communities throughout the state such as:

- Pre-Retirement Planning
- You and Your Aging Relative
- Cooking for 1 or 2
- Nutrition Education

The Extension Service develops intergenerational programs within nursing homes and boarding homes. They sponsor the Senior Companion Program in Androscoggin, Aroostook, Cumberland, Hancock, Kennebec, Oxford, Penobscot, Somerset, Washington and York Counties. For more information regarding activities in your county, contact the Cooperative Extension Service office nearest you. See Page A7-A10 for a complete list.

## **Disability Rights Center (DRC)**

The Disability Rights Center (DRC) provides protection and advocacy services for eligible people of all ages with developmental disabilities or mental illness. DRC offers direct advocacy assistance, information and referral, and training. For more information call or write:

Disability Rights Center  
24 Stone Street, PO Box 2007  
Augusta, Maine 04338-2007  
V/TTY.....207-626-2774  
Toll Free V/TTY.....1-800-452-1948

**Drugs (See MaineCare Prescription Drug  
Benefit on pages 43-44)**

## **Educational Opportunities**

### **Adult Education**

Adult Education Programs offer a variety of academic, self-improvement, vocational and craft courses to community residents in all parts of Maine. Courses are usually announced in local papers. In some areas, adults earning high school diplomas can participate free of charge. If you have a special interest or hobby you would like to teach or if you would like an adult education program at your senior club or site dining, contact the Adult Education Office through your local school system.

### **Elderhostel**

Elderhostel is a program available through a national network of colleges and universities. They provide short term, on campus, college level courses to older persons at a very low cost. For more information, call or write:

Elderhostel  
75 Federal Street  
Boston, MA 02110-1914.....617-426-8056  
Toll Free.....1-877-426-8056  
TTY.....617-426-5437

*Educational Opportunities (Cont.)*

**Senior College**

Just because someone retires from work doesn't mean he or she retires from learning. In the past six years retirees in Maine have founded fourteen "Senior Colleges," learning centers that offer older Mainers a variety of courses on interesting and insightful topics from Islam to the Internet.

The Osher Lifelong Learning Institute at The University of Southern Maine in Portland helps senior colleges organize and communicate with one another. Senior college courses are usually taught by retirees who have lifetimes of experience in the subjects.

For more information call:

Local/Out-of-State.....207-780-4406  
Toll Free.....1-800-800-4876 (X 4406)

Or visit the Internet Site [www.usm.maine.edu/olli](http://www.usm.maine.edu/olli)

The phone number for each of the Senior Colleges is listed on pages A31-A32.

**Technical Colleges**

Technical Colleges provide post-secondary technical education. People 62 or older may register for courses on a space available basis free of charge. Laboratory and other fees must still be paid by the student. Enrollment in specific courses is conditional on the approval of the Dean of Admissions. Listing of the technical colleges is on pages A34-A35.

**University of Maine System**

Maine residents age 65 or older who wish to register for courses at a campus of the University of Maine but are unable to cover the cost of tuition may apply to take the course tuition free. To do so, request a Senior Waiver at the Student Accounts (billing) office at the campus you plan to attend. The waiver of tuition can be used only for undergraduate courses; it does not cover lab and other course fees. See pages A39-A40 for a listing of University of Maine Campuses

## Employment And Training

### Employment Services

CareerCenters throughout Maine provide workers with the information, advice, job search assistance and training they need to enter the job market. To contact the nearest CareerCenter or Training and Development Center, see the listing on pages A19-A25.

### Senior Community Service Employment Program (SCSEP)

This program provides part-time employment training in a variety of community service jobs for people age 55 and over who meet income guidelines. The sponsors of this program in Maine are:

Bureau of Elder and Adult Services

#11 State House Station

Augusta, Maine 04333-0011 ..... 207-287-9200

Toll Free Nationwide ..... 1-800-262-2232

Local/Out-of-State TTY ..... 207-287-9234

Toll Free TTY ..... 1-888-720-1925

Experience Works

P.O. Box 4

Kennebunkport, ME 04046

Local/Out-of State ..... 207-985-3223

National Council on Aging (NCOA)

647 Main Street

Bangor, Maine 04401 ..... 207-945-6073

Toll Free ..... 1-800-655-6073

U.S. Forest Service

White Mountain National Forest

719 Main Street

Laconia, NH 03246 ..... 1-603-528-8756

### Women, Work, and Community

This program (formerly Displaced Homemakers) assists people after divorce, death, or disability of a spouse or family member. It is committed to helping older women and men facing changes in their lives by providing services such as support groups, one-to-one counseling, referral, career exploration and training in job-seeking skills. This program is available statewide at the offices listed on pages A41-A44.

## **Family Caregiver Support Program**

The Administration on Aging started a new National Family Caregiver Support Program for families caring for older individuals, and for grandparents caring for grandchildren. Each Area Agency on Aging has a Family Caregiver Coordinator who provides or arranges for:

- Information and assistance
- Individual counseling
- Support groups
- Caregiver training
- Respite care
- and other services

For more information, contact your local Area Agency on Aging at 1-877-353-3771.

## **Food Stamp Program**

Food stamps may be used to purchase food or garden seeds, to make voluntary contributions at meal sites, for home delivered meals available through Area Agencies on Aging or for meals in designated restaurants.

Eligibility is based on a number of factors including: citizenship; size of household; whether you are disabled; monthly household income and expenses, including medical expenses, and total assets.

Applications are available at many locations statewide including Department of Human Services Regional Offices, Town Offices and Area Agencies on Aging. Applications can be requested by mail or telephone. Applications go to the Bureau of Family Independence at the regional DHS office nearest you. (See listing on pages A7-A12 for address and phone number.) An older person can be interviewed for eligibility by telephone.

Area Agencies on Aging can help with completing a food stamp application. For more information, contact your local Area Agency on Aging at 1-877-353-3771.



## General Assistance Program

Each town has a General Assistance Program to help people in emergencies. You may be eligible even if you work or receive other benefits such as: food stamps, veterans' benefits, or Social Security income. To request General Assistance, contact your town office. Your application must be accepted for review. You may be turned down for help if you do not meet the guidelines for the program. The application is private and confidential. If you have problems concerning General Assistance, contact:

Bureau of Family Independence  
Department of Human Services.....207-287-2826  
Toll Free.....1-800-442-6003  
Local/Out-of-State TTY.....207-287-6948

## Guardianship and Conservatorship

The Bureau of Elder and Adult Services may serve as public guardian and conservator for incapacitated adults. Guardians make decisions for people who cannot make decisions for themselves. The state acts as guardian only when there is no one to serve as private guardian and other less restrictive arrangements are not enough.

Conservators protect and manage the finances and other property of a person in need of protection from exploitation or mismanagement of funds.

For more information contact:

### **Bureau of Elder and Adult Services**

**Nationwide 24-hour, toll-free.....1-800-624-8404**  
**TTY (during business hours).....1-800-624-8404**  
**TTY In-State (after hours).....1-800-963-9490**  
**TTY Out-of-State (after hours).....207-287-3492**

## Health Insurance Counseling

People in Maine who have Medicare insurance can get **free health insurance counseling** through the State Health Insurance Assistance Program (SHIP). Call the Legal Services for the Elderly Hotline or your local Area Agency on Aging. Specially trained staff will help you or answer your questions about Medicare, other Medicare health plan choices, supplemental insurance, MaineCare, long-term care and other health insurance.

Call 1-877-353-3771 for your local area agency on aging or Legal Services for the Elderly at:

Local/Out-of-State ..... 207-623-1797  
Toll Free V/TTY ..... 1-800-750-5353

## Health Screening and Care

Health screening clinics test for high blood pressure, diabetes, eye and vision problems, and hearing difficulties. Check your local newspaper or call your local Area Agency on Aging, listed on pages A1-A2, for times and locations. In most cases, this service is free.

### Dental

**Maine Donated Dental Services**, a program of the Maine Dental Association and the Foundation of Dentistry for the Handicapped, in which volunteer dentists and labs donate treatment and labwork to disabled and elderly people. For more information about this service, contact Maine Donated Dental Services at 207-725-9193 or the Area Agency on Aging toll free at 1-877-353-3771.

**Senior Dent** provides dental care at reduced fees. Maine residents who are age 62 or over, have no dental benefits under MaineCare or private insurance plan, and meet income guidelines are eligible. They will receive a minimum 15% discount on all dental services from participating dentists. For a listing of participating dentists, contact the Area Agency on Aging in your area toll free at 1-877-353-3771.

*Health Screening and Care (Cont.)*

**Eye Care**

Services available for people of all ages with vision problems include: diagnosis, adaptive skill training, provision of aids and appliances, property tax exemptions, and counseling. For information contact the Division for the Blind and Visually Impaired at the offices listed on pages A17-A18, or call or write:

IRIS (*Formerly Maine Center for the Blind*)  
189 Park Avenue  
Portland, Maine 04102.....207-774-6273

Any person legally blind and in need, may apply for Supplemental Security Income (SSI) or Social Security Disability (SSDI) at the nearest Social Security Office. See page A28 for a complete list of offices.

The Maine State Library Talking Book Program provides books and magazines in a recorded cassette or disc format to people who are visually impaired, blind, or physically handicapped. For more information, call 1-800-762-7106.

**Medical Eye Care Program**

Financial assistance is available for certain treatments for people with a vision problem and who have limited income but are not MaineCare eligible. For information call or write:

Bureau of Medical Services  
#11 State House Station  
Augusta, Maine 04333-0011.....207-287-6875  
Toll Free.....1-800-321-5557  
Local/Out-of-State TTY.....207-287-1828  
Toll Free TTY.....1-800-423-4331

**National Eye Care Project**

Maine is also served by the National Eye Care Project, under which Maine ophthalmologists offer free treatment for qualified persons 65 years of age or older.

To be eligible, an individual must not have seen an ophthalmologist (physician eye specialist) in the last three years. If they have seen either an optometrist or optician they are still eligible for this program. See the next page for the list of locations where there is a participating ophthalmologist and the phone number to call for the name of a doctor in your area.

*Health Screening and Care (Cont.)*

Participating ophthalmologists are located in Augusta, Bangor, Bath, Belfast, Blue Hill, Brunswick, Caribou, Dover-Foxcroft, Farmington, Fort Kent, Greenville, Houlton, Kittery, Lewiston, Madawaska, Millinocket, Portland, Presque Isle, Rockland, Sanford, Skowhegan, and Waterville.

To get the name of a specific doctor in your area call toll free statewide 1-800-222-3937.

**Hearing**

The **Division of Deafness** provides a program of services to persons who are deaf, late deafened or hard of hearing. This includes publication of a resource guide, a quarterly newsletter, information and referral, advocacy, statewide registry, Certification of Hearing Dogs and accessibility promotion. For more information and a listing of interpreter services, call or write:

Department of Labor  
Bureau of Rehabilitation Services  
Division of Deafness.....207-624-5954  
Toll Free V/TTY.....1-800-698-4440  
Local/Out-of-State TTY.....207-624-5955

The **Telecommunications Equipment Project (TEP)** provides assistive telephone devices to people who are deaf or hard of hearing and persons with mobility, vision and speech disabilities. The devices that are available include TTYs, amplified telephones, speaker phones and large button speaking phones. A person’s income determines whether they get the equipment on loan free or pay half price. For more information about the Telecommunications Project (TEP), call:  
Voice/TTY.....207-797-7656

People who are interested in employment and would like to learn about **vocational rehabilitation services for deaf or hearing impaired** should contact the Department of Labor, Bureau of Rehabilitation Services at one of the CareerCenters listed on pages A19 through A25. The CareerCenters are also listed in the phone book under Maine State, Department of Labor.

## Home Care

Home care services include meals, homemaking/housekeeping, personal care assistance, and nursing care. If you are not able to pay the cost of home care services, there may be state or federal programs that can help you.

The booklet, "Home Care, Where To Find It" describes home care services. For more information, call or write:

Bureau of Elder and Adult Services

#11 State House Station

Augusta, Maine 04333-0011 ..... 207-287-9200

Toll Free Nationwide ..... 1-800-262-2232

Local/Out-of-State TTY ..... 207-287-9234

Toll Free TTY ..... 1-888-720-1925

## Hospice Services

Hospice provides special help to people who have a terminal illness, and their families. For more information call or write:

Maine Hospice Council

693 Western Avenue

Manchester, ME 04351

PO Box 2239

Augusta, Maine 04338-2239..... 207-626-0651

Toll Free ..... 1-800-438-5963

## Housing

### Home Energy Assistance

People age 60 and over with low income are eligible to receive some assistance in paying for their heating bills through the Federal Home Energy Assistance Program (HEAP). For information contact your local Community Action Program listed on pages A4-A6.

### Home Equity Conversion (Reverse Mortgage)

Home Equity Conversion is a way of maintaining residency in your own home while gaining needed income to cover such costs as heat, home maintenance, property taxes and other personal needs. For information about available counseling call or write your local Area Agency on Aging (see pages A1-A2).

### Home Repair

- Minor home repairs to things like doors, steps and windows are available through some Area Agencies on Aging listed on pages A1-A2 and Community Action Programs listed on pages A4-A6. You are usually responsible for costs of supplies.

- For major home repairs to correct health and safety hazards in the home, low interest (1%) loans and grants are available through the Farmers Home Administration 504 program. Look in the white pages of your phone book under:  
U.S. Government  
Agriculture Department  
Farmers Home Administration
- Low interest home improvement loans are also periodically available through the Fix ME Program at the:  
Maine State Housing Authority  
353 Water Street  
Augusta, Maine 04330-4633 ..... 207-626-4600  
Toll Free ..... 1-800-452-4668  
Toll Free TTY ..... 1-800-452-4603

***Housing (Cont.)***

**Market Rate Rental Housing**

The Bureau of Elder and Adult Services has available a publication for retirement communities for older people. They offer a variety of accommodations and services. For a copy call or write:

Bureau of Elder and Adult Services  
#11 State House Station  
Augusta, Maine 04333-0011 ..... 207-287-9200  
Toll Free Nationwide ..... 1-800-262-2232  
Local/Out-of-State TTY ..... 207-287-9234  
Toll Free TTY ..... 1-888-720-1925

**Rental Assistance and Subsidized Housing**

Older persons may be eligible for an apartment in an elderly housing project subsidized by the Federal Government or, if they are not living in housing for the elderly they may be eligible to receive rental assistance so that they pay no more than 30% of their income.

To learn about these programs, contact the Maine State Housing Authority. They can provide you with:

- A list of low cost housing projects.
- The addresses and phone numbers of Farmer's Home Administration offices where you can get information on subsidized apartments, locations and application procedures.
- Addresses and phone numbers of local housing authorities that manage some developments and accept applications for rental assistance in existing privately owned apartments.

Maine State Housing Authority  
353 Water Street  
Augusta, Maine 04330-4633 ..... 207-626-4600  
Toll Free ..... 1-800-452-4668  
Toll Free TTY ..... 1-800-452-4603

**Weatherization**

Money is available to people with low income for some weatherization projects including furnace tune-up and repairs, caulking, glass replacement, and insulation. Contact your local Community Action Agency, listed on pages A4-A6.

## Independent Living Services

A wide range of independent living services are available for adults of all ages with disabilities. These services may include:

*Adaptive Equipment Loan Program; Independent Living Skills Instruction; Adapted Driver Evaluation and Training; Adaptive and Mobility Equipment (high and low tech) and Selection (trial rentals); Adapted Transportation; Access Design Consultation; Information and Referral; and Personal Care Attendant (PCA) Services for adults who want to manage their own services.*

For more information contact:

### Alpha One

Augusta V/TTY ..... 1-800-499-2357  
Brewer V/TTY ..... 1-800-300-6016  
Presque Isle V/TTY ..... 1-800-974-6466  
South Portland V/TTY ..... 1-800-640-7200

Two other agencies that focus on services for persons with disabilities:

**Maine Consumer Information and Technology Training Exchange (CITE)** has information about policies, programs and funding resources.

Augusta V/TTY ..... 207-621-3195

**Technical Exploration Center of United Cerebral Palsy of Northern Maine** has information and samples of high and low-tech assistance devices for people to try out.

Bangor V/TTY ..... 207-941-2952



## Information, Assistance & Outreach Services

No matter where you live in Maine, there is an area agency on aging that will help you get the information and help you need to stay independent. You can get help by telephone or visit them in person. If needed, staff or volunteers will visit you in your home.

Area Agency on Aging staff can help with many programs such as Food Stamps, Supplemental Security Income (SSI), MaineCare Prescription Drug Benefit, and Tax and Rent Refunds. They also provide health insurance counseling. They can arrange for interpreters for consumers who do not speak English. For more information, contact your local Area Agency on Aging at 1-877-353-3771.

## Insurance

The Consumer Health Care Division and the Life and Health Division of the Bureau of Insurance helps consumers who:

- Have questions about insurance;
- Want to file a complaint about an agent, a broker or a managed health care provider (HMO);
- Request publications on insurance, including long-term care and Medicare Supplement Insurance, call or write:

Bureau of Insurance

#34 State House Station

Augusta, Maine 04333 ..... 207-624-8475

Toll Free ..... 1-800-300-5000

***Health Insurance Counseling is available at the Area Agencies on Aging or Legal Services for the Elderly. See pages A1-A2 & A26-A27 for phone numbers.***

## Legal Services

Legal Services for the Elderly, Inc. (LSE) provides free legal services statewide to people aged 60 and over. Priority is given to the needs of institutionalized persons and those at risk of institutionalization; to people who wish to avoid being placed under guardianship; and to assisting older persons to secure benefits and services available to them.

### Legal Services for the Elderly Hotline

The Hotline is staffed by specially trained lawyers and paralegals who can give brief legal services to any Maine resident 60 and over. They also provide information and assistance to Medicare recipients with health insurance questions. Callers needing more extended assistance can arrange appointments with LSE lawyers or with lawyers in the private sector who work at reduced rates.

Local/Out-of-State ..... 207-623-1797  
Toll Free V/TTY ..... 1-800-750-5353

LSE also operates:

**Advocates for Medicare Patients (AMPs)**  
(AMPs - see page 4)

## Long-term Care

Long-term care includes home care services or services in residential or institutional settings. The State of Maine Long-term Care Assessment is for anyone who needs long-term care services and wants to know which ones are available and affordable. The first step is a telephone screen to make sure you need an assessment. If you do, there is no charge, and the assessment is private. The assessment is done in your home, in the hospital, or nursing home by a Registered Nurse. The nurse uses a form called the “MED” (Medical Eligibility Determination form). The nurse will ask about the kinds of tasks you can do by yourself, what kinds of help you need, whether you have friends and family members or neighbors who can help you, what your income is, and other questions. For more information, or to have a telephone screen, call Gould Health Systems at 1-800-609-7893 or toll free V/TTY 1-888-720-1925. The free assessment is available throughout the state and is required for anyone entering a nursing home.

### If you have additional questions call:

Bureau of Elder and Adult Services.....207-287-9200  
Toll Free Nationwide.....1-800-262-2232  
Local/Out-of-State TTY.....207-287-9234  
Toll Free TTY.....1-888-720-1925

## **Long-term Care Ombudsman Program (LTCOP)**

The Ombudsman program has paid staff and volunteers to investigate complaints about long term care services. Contact the program if:

- You have a concern about your rights as a nursing home or residential care facility resident or as a recipient of home care services.
- You have a complaint about nursing home, residential care, or home care services;
- You or your organization would like to volunteer;

Your contact will be kept confidential and you may write or call without giving your name. For more information and publications call or write:

Long-term Care Ombudsman Program (LTCOP)

One Weston Court, PO Box 128

Augusta, Maine 04332-0128 ..... 207-621-1079

Toll Free TTY ..... 1-800-499-0229

Fax..... 207-621-0509

## **Low Cost Drug for the Elderly and Disabled Program**

The Low Cost Drug for the Elderly and Disabled Program helps to pay for prescription drugs for people whose income is no more than 185% of the federal poverty level. You must be age 62 or older; or age 19 or older and medically qualified for Social Security Disability Income (SSDI). If you spend more than 40% of your income on prescription drugs, the income level increases.

Benefits include:

- 80% of the cost of all generic prescription drugs.
- 80% of the cost of brand-name medications for the treatment of diabetes, heart disease, high blood pressure, chronic lung disease (emphysema and asthma), arthritis, anticoagulation, Hyperlipidemia (high cholesterol), incontinence, thyroid disease, osteoporosis (bone density loss), Parkinson's disease, glaucoma, Multiple Sclerosis, and ALS (Lou Gehrig's disease).
- An average of 25% of the retail cost of most other prescribed medications.
- After you have spent \$1,000 on eligible prescription drugs, the program will pay 80% of the cost of all

## **Low Cost Drug Program (Cont.)**

- eligible prescription drugs, regardless of your disease. The State will track all your prescription drug costs for you. This catastrophic cap runs from August 1 each year to July 31 of the following year.

**To request an application or for more information about the medications covered in the program call:**

**Toll free                               1-866-796-2463**  
**TTY                                       207-287-1828 OR**  
**1-800-423-4331**

**Your local Area Agency on Aging can tell you the current income guidelines and help you to apply. Call your local Area Agency on Aging at 1-877-353-3771.**

## **Maine Medicare Education Partnership (MMEP)**

The Maine Medicare Education Partnership's mission is to educate consumers about Medicare and MaineCare and how they can help identify and reduce errors, fraud, waste and abuse.

For assistance, contact the Bureau of Elder and Adult Services at 1-800-262-2232, Legal Services for the Elderly Hotline at 1-800-750-5353, or Area Agencies on Aging at 1-877-353-3771.

## **MaineCare (Formerly Medicaid)**

MaineCare is a federal-state program that pays for medical services by physicians, hospitals and other health care providers.

If you receive Supplemental Security Income (SSI) or Temporary Assistance to Needy Families (TANF) you are automatically eligible for MaineCare. If you are not in either of these programs but need help to pay for medical care, you may still be eligible for MaineCare.

For more information, contact the Department of Human Services Regional Office nearest you, listed on pages A11-A16 or your local Area Agency on Aging, listed on pages A1-A2.

## **MaineCare for Workers with Disabilities**

Workers with disabilities can now go back to work or work more hours and keep their MaineCare benefits. Depending on what you earn, you may have to pay a small premium, but never more than \$20 a month. For more information, call or visit your local Department of Human Services (DHS) office or visit the web site at <http://www.maine.gov/dhs/beas/work>. DHS offices are listed on pages A11-A16 of this directory.

## Medicare

If you are 65 and over and receive Social Security Retirement or Railroad Retirement benefits you are eligible to receive Medicare to help pay certain medical expenses. Medicare has two parts: A & B.

**Part A**, hospital insurance is automatic, even if you continue to work and choose not to draw retirement benefits at age 65. **For inquiries about Part A claims and other information, call 207-822-8484.**

**Part B**, physician and other services insurance is optional, requiring payment of a monthly premium. If you are on Social Security the premium is deducted from your monthly check. **For inquiries about Part B claims and other information call 1-800-492-0919.**

*If your income is low you may be eligible for a program that pays the Part B premium, deductibles and co-pays. For more information, contact your local DHS office, Area Agency on Aging, or the LSE Hotline.*

*It is wise to call Social Security several months before you turn 65. For more information, contact your local Social Security Office, listed on page A28.*

## Mental Health Services

Mental Health services may include: crisis intervention, counseling, medication review, inpatient treatment and day treatment programs.

In-home assessment and short-term counseling and referral services are available through regional mental health geriatric resource staff.

For more information about services in your area contact the Department of Behavioral and Developmental Services (DBDS) at one of its regional offices:

### Region I - DBDS

175 Lancaster Street, Portland, ME 04101

Telephone:.....207-822-0270

Toll Free.....1-800-269-5208

Local/Out-of-State TTY.....207-822-0272

### Region II – DBDS

AMHI Complex, 141 State House Station,  
Augusta, ME 04333

Telephone:.....207-287-8117

Toll Free.....1-800-675-1828

Local/Out-of-State TTY.....207-287-1798

***Mental Health Services (Cont.)***

Region III – DBDS  
176 Hogan Road, Bangor, ME 04401  
Telephone.....207-941-4360  
Toll Free.....1-800-963-9491  
Local/Out-of-State TTY.....207-941-4392

**For a list of providers of mental health services for older people, see pages A28-A30.**

For information concerning eligibility as a veteran, call:

Togus Patient Advocate.....207-623-8411(X 5300)

Help is also available from psychiatrists, psychologists, social workers and counselors in private practice who are listed in the phone book yellow pages under Mental Health Services, and from members of the clergy.

**Native American Indian Grants & Services**

To find out about services available to Maine’s older Native Americans, contact one of the following:

Aroostook Band of Micmacs  
8 Northern Road  
Presque Isle, ME 04769.....207-764-3286  
**OR**.....207-764-3279

Houlton Band of Maliseet Indians  
Lowery Road  
Houlton, ME 04730.....207-532-4229

Passamaquoddy Tribe at Indian Township  
PO Box 301  
Princeton, ME 04668.....207-796-2301

Passamaquoddy Tribe at Pleasant Point  
PO Box 343  
Perry, ME 04667.....207-853-2600

Penobscot Nation  
6 River Road, Indian Island  
Old Town, Maine 04468.....207-827-7776

*Native American Indian Grants & Services  
(Cont.)*

Wabanaki Mental Health Association  
*(For Hancock, Penobscot, Piscataquis, and parts of  
Washington County, this association offers a food  
pantry, mental health and substance abuse services,  
and testing and counseling on HIV.)*  
277 State Street, Suite 3B  
Bangor, ME 04401  
Bangor Phone.....207-990-0605  
Brewer Phone.....207-989-4701

For information about off-reservation services contact  
your local Area Agency on Aging, listed on pages A1-  
A2.

**Northeast Health Care Quality Foundation**

Northeast Health Care Quality Foundation, Medicare's  
Quality Improvement Organization for Maine, New  
Hampshire and Vermont, reviews cases to make sure  
Medicare patients get quality medical care, all the tests  
and services they need, and are not discharged from the  
hospital before they are ready to go.

Call this toll free hotline at **1-800-772-0151** if you:

- ❑ Think the hospital is making you leave before  
you are ready to go
- ❑ If the hospital notifies you that Medicare will not  
cover your admission and continued stay and you  
disagree
- ❑ Have a complaint about the quality of medical  
care you received
- ❑ Have a question about Medicare
- ❑ Want to receive Medicare publications, their  
"free" newsletter *Health Matters for Medicare  
Consumers*, or if you want a free Medicare  
presentation for your group.



## Nutrition/Meals

### Community Meal Sites

There are over 100 locations in the state where older citizens can enjoy a nutritious noon meal. Some of these sites serve meals daily, Monday through Friday. Other sites are open one, two or three days a week. Meal sites also sponsor programs on health, nutrition education, and consumer issues.

### Home Delivered Meals

In many areas of the state, volunteers deliver meals to people who are homebound. Special containers make sure that when the meal arrives, it is hot and ready to eat.

Both nutrition programs are available to anyone 60 years of age or older, regardless of income. No fee is charged, but donations are encouraged. For more information on either of these programs, contact your local Area Agency on Aging listed on pages A1-A2. You can also search for dining sites at [www.maine.gov/dhs/beas](http://www.maine.gov/dhs/beas)

## Nursing Facilities (See Assisted Living & Nursing Facility Care on pages 56-57.)

## Property Tax & Rent Refund

**The Maine Residents Property Tax Program** offers tax and rent relief to elderly people who own their own homes or rent an apartment or house. Applications are accepted between August 1<sup>st</sup> and December 31<sup>st</sup>. Eligibility is based on income and taxes or rent paid in the previous calendar year.

**General tax assistance** is for income eligible owners and renters of any age. Maximum refund is \$1000. People of any age who were assisted with their housing costs by a government subsidy are not eligible for this program.

*Property Tax & Rent Refund (Cont.)*

**Elderly tax assistance** is for people at least 62 years of age who meet low-income guidelines. People 55 or over on Federal disability and living alone are also eligible to apply. A husband and wife, both of whom are on Federal disability, are also eligible to apply if the applicant is at least age 55.

Elderly people living in subsidized housing may be eligible for elderly tax assistance. To request an application, call or write:

Maine Revenue Services  
#24 State House Station  
Augusta, Maine 04333 ..... 207-626-8475  
Local/Out-of-State TTY..... 207-287-4477  
To order forms.....207-624-7894

Application booklets are also available at town or city tax offices and at Area Agencies on Aging, listed on pages A1-A2.

Assisted Living and Nursing Facility Care

**Assisted Living Residences**  
Maine provides a variety of Assisted Living Residences to meet the needs of its citizens.

**Adult Family Care Homes** are residences where six or fewer people who meet medical eligibility requirements live in a homelike setting and can receive personal care, medication management and supervision.

**Congregate Housing Services Programs** have private apartments, central dining and supportive services for occupants.

**Residential Care Facilities** serve adults who may need supervision or assistance with their diet, medication, walking, bathing and dressing.

**Nursing facilities** are for people who do not require hospital care but who need frequent nursing care and are dependent on others to do daily activities.

MaineCare, Medicare and other insurance (under certain conditions) may cover some or all of the costs of nursing facility care.

*(See next page)*

*Assisted Living and Nursing Facility Care  
(Cont.)*

To find out if you are eligible for financial assistance, contact the Bureau of Family Independence at a Department of Human Services Regional Office listed on pages A11 – A16

For more information about assisted living or nursing facility care call:

Assisted Living Licensing Services...207-287-9250  
Toll Free.....1-800-791-4080  
Nursing Facilities.....207-287-9300

**OR**

Bureau of Elder and Adult Services  
#11 State House Station  
Augusta, Maine 04333.....207-287-9200  
Toll Free.....1-800-262-2232  
Local/Out-of-State TTY.....207-287-9234  
Toll Free TTY.....1-888-720-1925

*The Bureau of Elder and Adult Services has an assisted living facility search tool at:*  
[www.maine.gov/dhs/beas/assisted.htm#search](http://www.maine.gov/dhs/beas/assisted.htm#search)

*To report a case of abuse, neglect or exploitation in a licensed facility call 1-800-383-2441.*

**Shelters for Homeless People and  
Victims of Family Violence**

There are homeless shelters in many towns and cities throughout the state. Most provide temporary and emergency shelter only. In some cases, however, two to four weeks of shelter are offered, particularly to family violence victims or for detoxification purposes.

For more information contact:

The Maine State Housing Authority  
353 Water Street  
Augusta, Maine 04330 .....207-626-4600  
Toll Free ..... 1-800-452-4668  
Toll Free TTY ..... 1-800-452-4603

**OR**

Area Agencies on Aging listed on pages A1-A2.

**OR**

Adult Protective Services  
Local/Out-of-State .....207-532-5047  
Toll Free V/TTY ..... 1-800-624-8404

## **Supplemental Security Income (SSI)**

Supplemental Security Income (SSI) guarantees a minimum monthly income to people who are at least 65 years old, or blind, or disabled with limited income and resources. You may get SSI even if you work, get Social Security, or own your house and car. If you receive SSI you are automatically eligible for MaineCare.

To find out if you qualify, contact the nearest Social Security Office listed on page A33.

For assistance in applying for SSI, contact your local Area Agency on Aging, listed on pages A1-A2.

## **Support Groups**

Support groups are a way to share problems or concerns with others and to receive emotional support after a death, divorce, or during a family member's chronic or terminal illness. For more information regarding various support groups in your area, contact your local Area Agency on Aging, listed on pages A1-A2.

## Tax Preparation

### Federal

Soon after the first of every year, the Internal Revenue Service (IRS) publicizes a list of Volunteers in Tax Assistance (VITA) who can assist you to prepare your federal income tax returns. There is no charge for the service. The list is available at the beginning of every year at the Area Agencies on Aging listed, on pages A1-A2.

To call the IRS directly:

For assistance .....1-800-829-1040

For forms.....1-800-829-3676

### State

To call the Maine Revenue Service directly:

For assistance .....207-626-8475

For forms.....207-624-7894

Local/Out-of-State TTY.....207-287-4477

## Telephone Discounts

**Verizon's Residence Lifeline Program** can reduce your basic monthly bill. You can qualify if you are on one of the following programs: food stamps; MaineCare; Temporary Assistance to Needy Families (TANF); Fuel Assistance (HEAP); general assistance. To sign up call Verizon at **1-800-585-4466**.

**AT&T's Lifeline Program** will pay for the Universal Connectivity charge, the carrier line charge, and the \$3.00 minimum use charge. You can qualify if you are on Verizon's Lifeline Program or are on one of the qualifying programs listed above. Call AT&T at **1-800-222-0300**. They will send you a card that must be completed and returned within 40 days.

## Transportation Services

Buses, vans, or individual drivers can help you get to doctors' offices, clinics and pharmacies in most areas of the state. Advance notice is required for some of these arrangements. For information, contact the regional social services transportation provider in your area listed on pages A36-A38, or contact your local Area Agency on Aging, listed on pages A1-A2.

## Veterans Services

### Veterans Administration

To find out if you are eligible for certain health and counseling services available through the Veterans Administration at Togus, call or write:

Togus Patient Advocate  
Veterans Administration Center and Hospital  
Augusta, Maine 04330.....207-623-8411 (X 5300)  
Toll Free.....1-877-754-2862  
Toll Free Switchboard and  
All extensions.....1-877-421-8263  
Toll Free Veterans Benefits.....1-877-827-1000

### State Division of Veterans Services

The State Division of Veterans Services can provide assistance in the following areas:

- Employment
- Housing
- Claims applications
- Financial assistance and loans

## ***Veterans Services (Cont.)***

- Counseling
- Educational benefits
- Tax and various other exemptions

For more information, call or write:

Division of Veterans Services

Camp Keyes

#117 State House Station

Augusta, Maine 04333.....207-626-4464

Toll Free.....1-800-345-0116

## **Volunteer Opportunities**

The volunteer opportunities listed here are not all inclusive. There are many throughout the state of interest to people of all ages. Of the programs listed below note that three have both age and income limitations.

### **Foster Grandparent Program (FGP)**

The Foster Grandparent Program provides part-time (20 hours a week) volunteer opportunities for people with low income age 60 and older to serve children with special or exceptional needs in their homes, schools, day care centers, institutions, hospitals, correctional facilities or specialized programs for developmentally disabled children. Volunteers receive a small stipend.

Contact the Foster Grandparent Program at the following locations:

*For **all** counties except York and Cumberland:*

Penquis CAP/FGP

262 Harlow Street, PO Box 1162

Bangor, Maine 04402-1162.....207-973-3684

## ***Volunteer Opportunities (Cont.)***

### *In York and Cumberland Counties:*

Foster Grandparent Program

Harbor Terrace, 284 Danforth Street

Portland, Maine 04102.....207-773-0202

### **Long-term Care Ombudsman Program**

Volunteer Ombudsmen are used to assure greater access to program services and to aid in the early identification of situations that may affect the health, safety and welfare of long-term care consumers. For more information, see page 41.

### **Maine Medicare Education Partnership (MMEP)**

Volunteers are trained to educate Maine's seniors about potential errors, fraud, waste and abuse in Medicare and MaineCare. Volunteers provide one-on-one help with Medicare and MaineCare questions and/or speak to senior groups and organizations. For further information, contact the MMEP Coordinator at your local Area Agency on Aging at 1-877-353-3771.

The **Maine Council of Senior Citizens-Alliance for Retired Americans** is an organization of retirees and semi-retirees who volunteer their time in a number of ways: members make phone calls to legislators, write letters to our congressional delegation and Legislators, offer testimony before the Legislature, march on Washington, and advocate for other seniors.

For more information call 207-622-3151 or 1-800-452-8794 (toll free in Maine).

### **Retired Senior Volunteer Program (RSVP)**

The RSVP program matches volunteers aged 55 or older with community service jobs such as delivering meals, providing companionship to homebound individuals and teaching in literacy programs. RSVP volunteers also serve at the Maine State Museum, in local schools, libraries, nursing homes and hospitals.

#### **Aroostook RSVP**

33 Davis Street, PO Box 1288

Presque Isle, Maine 04769.....207-764-3396

#### **Coastal RSVP**

4 Union Street, PO Box 808

Rockland, Maine 04841.....207-596-0361



Health Reach RSVP  
PO Box 829  
Waterville, Maine 04903-0829.....207-873-1127

RSVP of Eastern Maine  
268 Sylvan Road, Suite 2  
Bangor, Maine 04401-4221.....207-941-2803

Southern Maine RSVP  
307 Cumberland Avenue, PO Box 10480  
Portland, Maine 04104.....207-775-6503

### **Senior Companion Program (SCP)**

The Senior Companion Program provides a part-time (20 hours per week) volunteer opportunity for people with low income age 60 and over. These volunteers work with adults with special needs in Androscoggin, Aroostook, Cumberland, Hancock, Kennebec, Oxford, Penobscot, Somerset, Washington and York Counties. A small stipend is provided to volunteers who are income eligible. For more information, call or write the Cooperative Extension office nearest you listed on pages A7-A10.

### **Service Corps of Retired Executives (SCORE)**

This organization of volunteers is supported by the U.S. Small Business Administration (SBA). SCORE recruits executives who are retired from business to use their past experience to counsel people who are starting up or running small businesses. Volunteers receive travel expenses.

#### **SCORE offices are listed below:**

AUGUSTA SCORE  
SBA - Federal Building  
40 Western Avenue  
Augusta, Maine 04330.....207-622-8509

BANGOR SCORE  
EMTC  
354 Hogan Road  
Bangor, Maine 04401.....207-941-9707

AROOSTOOK SCORE  
24 Sweden Street, Suite 101  
Caribou, Maine 04736.....207-492-8010

## ***Volunteer Opportunities (Cont.)***

## **NOTES**

### **LEWISTON/AUBURN SCORE**

CareerCenter

5 Mollison Way

Lewiston, Maine 04240.....207-782-3708

### **MAINE COASTAL SCORE**

Mill Mall, Bangor Road

Ellsworth, ME 04605.....207-667-5800

### **OXFORD HILLS SCORE**

150 Main Street

South Paris, Maine 04281.....207-743-0499

### **PORTLAND SCORE**

66 Pearl Street, Room 210

Portland, Maine 04101.....207-772-1147

### **WESTERN MOUNTAIN SCORE**

c/o Oxford Federal Credit Union

255 River Street

PO Box 252

Mexico, ME 04257.....207-369-9976

## Addresses and Phone Numbers

### Area Agencies on Aging

The five Area Agencies on Aging in Maine are the central resource for elder services. They can help you either directly or by referring you to the appropriate agency in your area. Call 1-877-353-3771 from anywhere in Maine to contact the Area Agency on Aging that serves the town you live in.

#### **Aroostook Agency on Aging**

*(Aroostook County)*

33 Davis Street, PO Box 1288

Presque Isle, Maine 04769

V/TTY.....207-764-3396

Toll Free.....1-800-439-1789

#### **Eastern Agency on Aging**

*(Hancock, Penobscot, Piscataquis and Washington Counties)*

450 Essex Street

Bangor, Maine 04401-3937

V/TTY.....207-941-2865

Toll Free.....1-800-432-7812

#### **SeniorsPlus**

*(Androscoggin, Franklin and Oxford Counties)*

465 Main Street, PO Box 659

Lewiston, Maine 04243-0659.....207-795-4010

Toll Free.....1-800-427-1241

TTY.....207-795-7232

#### **Senior Spectrum**

*(Kennebec, Knox, Lincoln, Sagadahoc, Somerset and Waldo Counties, Brunswick and Harpswell)*

One Weston Court, PO Box 2589

Augusta, Maine 04338-2589.....207-622-9212

Toll Free.....1-800-639-1553

Toll Free TTY.....1-800-464-8703

TTY.....207-623-0809

#### **Southern Maine Agency on Aging**

*(Cumberland, except Brunswick and Harpswell, and York Counties)*

307 Cumberland Avenue, PO Box 10480

Portland, Maine 04104

V/TTY.....207-775-6503

Toll Free.....1-800-427-7411

## **Bureau of Elder and Adult Services**

The Bureau of Elder and Adult Services promotes optimal independence for Maine elders and adults with disabilities. They are responsible for many programs that assist older people and their families throughout the state.

Bureau of Elder and Adult Services

#11 State House Station

Augusta, ME 04333-0011.....207-287-9200

Toll Free Nationwide.....1-800-262-2232

Local/Out of State TTY.....207-287-9234

Toll Free TTY.....1-888-720-1925

NOTE:

The Bureau will provide interpreters at no cost to non-English speaking individuals seeking information about, participating in or applying for its programs.

## **Community Action Programs**

Contact these agencies for energy assistance, home weatherization or repair, tax and rent refund programs, transportation and United States Department of Agriculture surplus food distribution.

### **Aroostook Community Action Program**

444 Main Street, PO Box 1116

Presque Isle, Maine 04769.....207-764-3721

Toll Free.....1-800-432-7881

### **Coastal Community Action Program**

4 Union Street , PO Box 808

Rockland, Maine 04841.....207-596-0361

### **Coastal Economic Development Corp.**

34 Wing Farm Parkway

Bath, Maine 04530.....207-442-7963

Toll Free.....1-800-221-2221

### **Community Concepts, Inc.**

PO Box 278 (Market Square)

South Paris, Maine 04281.....207-743-7716

Toll Free.....1-800-866-5588

## ***Community Action Programs (Cont.)***

### **Kennebec Valley Community Action Program**

97 Water Street  
Waterville, Maine 04901.....207-873-2122

219 Cony, RFD 7, Box 1103  
Augusta, Maine 04330.....207-622-4761

26 Mary Street  
Skowhegan, Maine 04976.....207-474-8487  
Toll Free.....1-800-542-8227

### **Penquis Community Action Program**

262 Harlow Street , PO Box 1162  
Bangor, Maine 04401.....207-973-3500

### **Peoples Regional Opportunity Program**

510 Cumberland Avenue  
Portland, Maine 04101.....207-874-1140  
Toll Free.....1-800-698-4959

### **Waldo County Committee for Social Action**

175 High Street, PO Box 130  
Belfast, Maine 04915.....207-338-3025  
Toll Free.....1-800-498-3025

### **Washington-Hancock Community Action**

PO Box 280  
Corner of Main and Maple Streets  
Milbridge, Maine 04658.....207-546-7544  
Toll Free(9-11 a.m.).....1-800-828-7544

### **Western Maine Community Action, Inc.**

Church Street , PO Box 200  
East Wilton, Maine 04234.....207-645-3764

### **York County Community Action Corporation**

11 Cottage Street , PO Box 72  
Sanford, Maine 04073.....207-324-5762

## **Cooperative Extension County Offices**

### **Androscoggin and Sagadahoc Counties**

24 Main St.  
Lisbon Falls, ME 04252-1507  
(207)353-5550  
1-800-287-1458

### **Aroostook County**

22 Hall Street, Suite 101  
Fort Kent, ME 04743-7131  
(207)834-3905  
1-800-287-1421

Houlton Road  
P.O. Box 727  
Presque Isle, ME 04769-0727  
(207) 764-3361  
1-800-287-1462

Central Building  
P.O. Box 8  
Houlton, ME 04730-0008  
(207) 532-6548  
1-800-287-1469

### **Cumberland County**

P.O. Box 9300  
15 Chamberlain Avenue  
Portland, ME 04104-9300  
(207) 780-4205  
1-800-287-1471

### **Franklin County**

147 Farmington Falls Road  
Farmington, ME 04938-6403  
(207) 778-4650  
1-800-287-1478

### **Hancock County**

63 Boggy Brook Road  
Ellsworth, ME 04605-9540  
(207) 667-8212  
1-800-287-1479

### **Kennebec County**

125 State St., 3<sup>rd</sup> Floor  
Augusta, ME 04330-5692  
(207) 622-7546  
1-800-287-1481

**Knox and Lincoln Counties**

377 Manktown Road  
Waldoboro, ME 04572  
(207) 832-0343  
1-800-244-2104

**Oxford County**

9 Olson Road  
South Paris, ME 04281-6402  
(207) 743-6329  
1-800-287-1482

**Penobscot County**

307 Maine Avenue  
Bangor, ME 04401-4331  
(207)942-7396  
1-800-287-1485

**Piscataquis County**

165 E. Main Street  
Dover-Foxcroft, ME 04426-1396  
(207) 564-3301  
1-800-287-1491

**Somerset County**

7 County Drive  
Skowhegan, ME 04976-4209  
(207) 474-9622  
1-800-287-1495

**Waldo County**

992 Waterville Road  
Waldo, ME 04915  
(207) 342-5971  
1-800-287-1426

**Washington County**

HC71 Box 640  
Machias, ME 04654  
(207) 255-3345  
1-800-287-1542

**York County**

41 Shaw's Ridge Road  
Sanford, ME 04073-9502  
(207) 324-2814  
1-800-287-1535

## Department of Human Services Regional Offices

Contact Department of Human Services Regional Offices about Food Stamps, Medical Assistance, Residential and Nursing Home Assistance (MaineCare), and Public Health Nursing. *(DHS will contact the AT&T Language Line to make arrangements for an interpreter for anyone who needs one.)*

### **Region I**

#### Biddeford

208 Graham Street  
 Biddeford, Maine 04005-3350.....207-286-2400  
 Toll Free.....1-800-322-1919  
 Local/Out-of-State TTY.....207-286-2402  
 Fax.....207-286-2408

#### Portland

161 Marginal Way  
 Portland, Maine 04101-2438.....207-822-2000  
 Toll Free.....1-800-482-7520  
 Local/Out-of-State TTY.....207-822-2293  
 Fax.....207-822-2146

#### Sanford

890 Main Street, Suite #208  
 Sanford, Maine 04073-3800.....207-490-5400  
 Toll Free.....1-800-482-0790  
 Local/Out-of-State TTY.....207-490-5466  
 Fax.....207-490-5463

### **Region II**

Augusta *(Call for street addresses and phones for the program you are trying to reach.)*

Augusta, Maine 04333.....207-624-8000  
 Toll Free.....1-800-452-1926  
 Local/Out-of-State TTY.....207-624-8004  
 Fax.....207-624-8074

#### Farmington

114 Corn Shop Lane  
 Farmington, Maine 04938.....207-778-8400  
 Toll Free.....1-800-442-6382  
 Local/Out-of-State TTY.....207-778-8439  
 Fax.....207-778-8410



***DHS Regional Offices (Cont.)***

Lewiston

200 Main Street  
Lewiston, Maine 04240-7098.....207-795-4300  
Toll Free.....1-800-482-7517  
Local/Out-of-State TTY.....207-795-4595  
Fax.....207-795-4444

Rockland

360 Old County Road  
Rockland, Maine 04841-5509.....207-596-4200  
Toll Free.....1-800-432-7802  
Local/Out-of-State TTY.....207-596-4201  
Fax.....207-596-4235

Skowhegan

98 North Avenue, Suite 10  
Skowhegan, Maine 04976-1996.....207-474-4800  
Toll Free.....1-800-452-4602  
Local/Out-of-State TTY.....207-474-4891  
Fax.....207-474-4888

South Paris

243 Main Street, Suite #6  
South Paris, Maine 04281.....207-744-1200  
Toll-Free.....1-888-593-9775  
Local/Out of State TTY.....207-744-1224  
Fax.....207-743-8798

**Region III**

Bangor

396 Griffin Road  
Bangor, Maine 04401-3095.....207-561-4100  
Toll Free.....1-800-432-7825  
Local/Out-of-State TTY.....207-561-4403  
Fax.....207-561-4122

Calais

392 South Street  
Calais, Maine 04619-1108.....207-454-9000  
Toll Free.....1-800-622-1400  
Local/Out-of-State TTY.....207-454-3415  
Fax.....207-454-9012

## ***DHS Regional Offices (Cont.)***

### Caribou

14 Access Highway  
Caribou, Maine 04736-9600.....207-493-4000  
Toll Free.....1-800-432-7366  
Local/Out-of-State TTY.....207-493-4034  
Fax.....207-493-4001

### Ellsworth

17 Eastward Lane  
Ellsworth, Maine 04605-1718.....207-667-1600  
Toll Free.....1-800-432-7823  
Local/Out-of-State TTY.....207-667-1639  
Fax.....207-667-5364

### Fort Kent

137 Market Way  
Fort Kent, Maine 04743.....207-834-7700  
Toll Free.....1-800-432-7340  
Local/Out-of-State TTY.....207-834-7702  
Fax.....207-834-7701

### Houlton

11 High Street  
Houlton, Maine 04730-2012.....207-532-5000  
Toll Free.....1-800-432-7338  
Local/Out-of-State TTY.....207-532-5001  
Fax.....207-532-7995

### Machias

13 Prescott Drive  
Machias, Maine 04654-9984.....207-255-2000  
Toll Free.....1-800-432-7846  
Local/Out-of-State TTY.....207-255-6866  
Fax.....207-255-2022

**Division for the Blind & Visually Impaired  
of the Bureau of Rehabilitation Services in  
the Department of Labor**

Augusta

2 Anthony Avenue  
73 State House Station  
Augusta, ME 04333-0073.....207-624-5191  
Toll Free.....1-800-760-1573

Bangor

45 Oak Street, Suite 1  
Bangor, ME 04401.....207-561-4000  
Toll Free.....1-888-545-8811

Ellsworth

248 State Street, Suite 3A  
Ellsworth, ME 04605-1850.....207-664-2310  
Toll Free.....1-800-371-7543

Lewiston

5 Mollison Way  
Lewiston, ME 04240.....207-753-9099  
Toll Free.....1-800-741-2991

Portland

185 Lancaster Street  
Portland, ME 04101.....207-822-0400 X600  
Toll Free.....1-800-315-1192

Presque Isle

66 Spruce Street  
Presque Isle, ME 04769-3222.....207-760-6347  
Toll Free.....1-800-635-0357

Rockland

279 Maine Street  
Rockland, ME 04841-9914.....207-594-1834  
Toll Free.....1-800-432-1680

<p><b>Employment Service Agencies</b>  <b>(One Stop CareerCenters)</b></p>
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**Androscoggin County**

CareerCenter  
 5 Mollison Way  
 Lewiston, Maine 04240.....207-753-9000  
 Toll Free V/TTY.....1-800-741-2991  
 TTY.....207-783-9067

**Aroostook County**

CareerCenter  
 66 Spruce Street  
 Presque Isle, Maine 04769.....207-760-6300  
 Toll Free V/TTY.....1-800-635-0357  
 TTY.....207-760-6301

CareerCenter  
 66 Fox Street  
 Madawaska, Maine 04756.....207-728-6345  
 Toll Free V/TTY.....1-800-432-7881

CareerCenter  
 91 Military Street  
 Houlton, Maine 04730.....207-532-5300  
 Toll Free V/TTY.....1-800-691-0033  
 TTY.....207-532-5301

**Cumberland County**

CareerCenter  
 185 Lancaster Street, PO Box 738  
 Portland, Maine 04104.....207-771-5627  
 Toll Free.....1-877-594-5627  
 TTY.....207-822-0412

**Franklin County**

CareerCenter  
 865 US Rt 2E  
 Wilton, Maine 04294.....207-645-5800  
 Toll Free.....1-800-982-4311  
 TTY.....207-645-5806

**Hancock County**

Career Center  
 248 State Street, Suite 3A  
 Ellsworth, Maine 04605.....207-664-2300  
 Toll Free V/TTY.....1-800-371-7543  
 TTY.....207-667-1576

## ***Employment Service Agencies (Cont.)***

### **Kennebec County**

CareerCenter

2 Anthony Avenue, # 109 State House Station  
Augusta, Maine 04333-0011.....207-624-5120  
Toll Free.....1-800-760-1573  
TTY.....207-624-5134.. OR ..1-800-633-0770

CareerCenter

100 JFK Plaza  
Waterville, ME 04901.....207-872-5516  
TTY.....207-873-6189

### **Knox County**

CareerCenter

116 Tillson Avenue  
Rockland, Maine 04841.....207-594-9576  
Toll Free.....1-877-421-7916  
TTY.....207-596-6251

### **Lincoln County**

CED

PO Box 668 (Academy Hill)  
Newcastle, Maine 04553.....207-563-8697

### **Oxford County**

CareerCenter (Western Maine Community  
Action-Job Training)

274 Main Street  
Norway, Maine 04268.....207-743-7763

CareerCenter

35 Congress Street  
Rumford, Maine 04276.....207-364-3738  
Toll Free.....1-877-421-7915  
TTY.....369-9781

### **Penobscot County**

Training & Development Center

One Cumberland Place, Suite 116  
Bangor, Maine 04401.....207-945-9431  
Toll Free.....1-800-834-0292

CareerCenter

215 Penobscot Avenue  
Millinocket, Maine 04462.....207-723-8321

## ***Employment Service Agencies (Cont.)***

### **Piscataquis County**

Training & Development Center  
PO Box 246 (Dover Mall)  
Dover-Foxcroft, Maine 04426.....207-564-8438  
Toll Free.....1-800-870-8438

### **Sagadahoc County**

CareerCenter  
34 Wing Farm Parkway  
Bath, Maine 04530.....207-442-0300  
Toll Free.....1-888-836-3355  
TTY.....207-443-7749

### **Somerset County**

CareerCenter  
140 North Avenue, PO Box 749  
Skowhegan, Maine 04976.....207-474-4950  
Toll Free.....1-800-760-1572  
TTY.....207-474-4902

### **Waldo County**

CareerCenter  
9 Field Street, Suite 309  
Belfast, Maine 04915.....207-338-5158  
**OR**.....207-338-5159  
Toll Free.....1-877-421-7917

### **Washington County**

CareerCenter  
13 Beech Street, PO Box 415  
Calais, ME 04619.....207-454-7551  
Toll Free.....1-800-543-0303  
TTY.....207-454-7230

Career Center  
15 Prescott Drive, Suite 1  
Machias, Maine 04654.....207-255-1900  
Toll Free.....1-800-292-8929  
TTY.....207-255-1908

*Employment Service Agencies (Cont.)*

**York County**

Career Center  
110 Main Street, Suite 1400  
Saco, Maine 04072.....207-286-2650  
Toll Free.....1-800-760-1570  
TTY.....207-286-2680

CareerCenter  
763 Main Street  
Sanford, ME 04073.....207-324-5460  
Toll Free.....1-800-343-0151  
TTY.....207-490-1103

**Legal Services for the Elderly (LSE)**

All the offices of Legal Services for the Elderly, except for the main office in Augusta, are housed at Area Agencies on Aging and serve the same counties.

**Legal Hotline and all client calls**

Local/Out-of-State.....207-623-1797  
Toll Free V/TTY.....1-800-750-5353

**Advocates for Medicare Patients (AMPS)**

Local/Out-of-State.....207-621-0374  
Toll Free V/TTY.....1-800-750-5353

**LSE Business Offices:**

**Augusta**

9 Green Street, PO Box 2723  
Augusta, Maine 04338.....207-621-0087

**Bangor**

450 Essex Street  
Bangor, Maine 04401-3937.....207-941-2865

***LSE (Cont.)***

**Lewiston/Auburn**  
465 Main Street, PO Box 659  
Lewiston, Maine 04240.....207-795-4010

**Portland**  
307 Cumberland Avenue, PO Box 10480  
Portland, Maine 04104.....207-775-6503

**Presque Isle**  
33 Davis Street, PO Box 1288  
Presque Isle, Maine 04769.....207-764-4883

**Mental Health Service Providers**

Aroostook Mental Health Center  
One Vaughn Place, PO Box 1018  
Caribou, Maine 04736.....207-498-6431  
TTY.....207-764-3903

Community Counseling Center  
343 Forest Avenue  
Portland, Maine 04101.....207-874-1030  
TTY.....207-874-1043

Community Health & Counseling Services  
42 Cedar Street , PO Box 425  
Bangor, Maine 04401.....207-947-0366  
Toll Free.....1-800-924-0366  
TTY.....207-990-4730

Counseling Services, Inc.  
265 North Street, PO Box 1010  
Saco, Maine 04072.....207-282-7504



***Mental Health Service Providers (Cont.)***

Health Reach Network  
Senior Support Services  
32 Winthrop Street  
Augusta, Maine 04330.....207-626-7590  
TTY.....207-626-3423

Mid Coast Hospital  
Mid Coast Elder Services  
1356 Washington Street  
Bath, Maine 04530.....207-443-7667

Mid-Coast Mental Health Center  
PO Box 526, 12 Union Street  
Rockland, Maine 04841.....207-594-2541  
Toll Free.....1-800-540-2072  
TTY.....207-594-4975

Northern Maine Medical Center  
Aroostook Home Health  
Aftercare Program  
345 Market Street, PO Box 8  
Fort Kent Mills, Maine 04744.....207-834-4006  
Toll Free.....1-888-834-2990

Tri-County Mental Health Center  
1155 Lisbon Street, PO Box 2008  
Lewiston, Maine 04240.....V/TTY 207-783-9141  
Toll Free.....1-800-787-1155

Washington County Psychotherapy Associates  
BMHI Campus  
PO Box 926  
Bangor, Maine 04401.....207-941-4293

Washington County Psychotherapy Associates  
RFD 1, PO Box 375A  
Trenton, Maine 04605.....207-667-3488  
Toll Free.....1-800-245-8889

## Senior Colleges

**Acadia Senior College**, University College at Ellsworth, 207-667-3897 or 800-696-2540.

**Augusta Senior College**  
University of Maine Augusta 207-621-3551

**Bridgton Senior College**, University of Southern Maine, Bridgton Memorial School, 207-647-5054.

**Coastal Senior College**  
University College at Thomaston 207-354-6906 or 800-286-1594

**Gold Leaf Institute**, University of Maine at Farmington, 207-778-7063.

**Lewiston-Auburn Senior College**, University of Southern Maine, Lewiston-Auburn College Campus, 207-753-6500.

**Midcoast Senior College**, University College at Bath/Brunswick, 207-442-7349 or 800-696-2329.

**Osher Lifelong Learning Institute**, University of Southern Maine, Portland Campus, 207-780-4406.

**Penobscot Valley Senior College**, University of Maine Center of Aging, Orono, 207-581-1947.

**SAGE**, University of Maine at Presque Isle, 207-768-9502

**Senior College UMaine Hutchinson Center**, University of Maine at Belfast, 207-338-8033.

**Sunrise Senior College**, University of Maine at Machias, 207-255-1200.

**Western Mountains Senior College**, Adult Education SAD 344, Bethel, 207-824-2780.

**York County Senior College**, University College at Sanford and Saco, 207-324-6012 or 800-696-3075.

## Social Security Offices

Auburn.....	207-782-5157
Augusta.....	207-622-1451
Bangor.....	207-990-4530
Portland.....	207-771-2851
Presque Isle.....	207-764-3771
Rockland.....	207-596-6633
Rumford.....	207-364-3731
Saco.....	207-282-5956
Waterville.....	207-872-2723
Portsmouth, New Hampshire.....	603-433-0716

**The nationwide toll free number Social Security is 1-800-772-1213. The national TTY number is 1-800-325-0778.**

## Technical Colleges

### Central Maine Technical College

1250 Turner Street	
Auburn, Maine 04210.....	207-755-5100
Toll Free.....	1-800-891-2002
TTY.....	207-755-5489

### Eastern Maine Technical College

354 Hogan Road	
Bangor, Maine 04401.....	207-941-4600
Toll Free.....	1-800-286-9357
TTY.....	207-641-4658...OR...207-941-4681

### Kennebec Valley Technical College

92 Western Avenue	
Fairfield, Maine 04937-1375.....	207-453-5000
Toll Free.....	1-800-428-5882
TTY.....	207-453-5163

### Northern Maine Technical College

33 Edgemont Drive	
Presque Isle, Maine 04769.....	207-768-2700
TTY.....	207-768-2817

### **Southern Maine Technical College**

2 Fort Road

South Portland, Maine 04106.....207-767-9500

Toll Free.....1-877-282-2182

TTY.....207-767-9667

### **Washington County Technical College**

Calais Campus

RR 1, Box 22C

Calais, Maine 04619.....207-454-1000

Toll Free.....1-800-210-6932

TTY.....207-454-1016

Eastport Campus

16 Deep Cove Road

Eastport, ME 04631.....207-853-2518

Toll Free.....1-800-806-0433

### **York County Technical College**

112 College Drive

Wells, Maine 04090.....207-646-9282

Toll Free.....1-800-580-3820

## **Transportation Providers**

### **Aroostook Regional Transportation System**

Local bus service V/TTY.....207-764-3384

Local bus service V/TTY.....1-800-442-3320

(Medicaid Mileage Reimbursement)

### **Coastal Transportation Services**

Rockland Area.....207-596-6605

Toll Free.....1-800-289-6605

Bath Area.....207-443-6207

Toll Free.....1-800-444-6207

### **Community Concepts Transportation**

Auburn.....207-795-6073

Farmington (toll free).....1-877-603-0594

Rumford.....207-364-3685

South Paris.....207-743-6905

### **Downeast Transportation**

Ellsworth Area.....207-667-5796

### **Kennebec Valley Community Action Program**

Toll Free.....1-800-542-8227

Augusta.....207-622-4761

Waterville.....207-873-2122

Skowhegan.....207-474-8487

**Project Ride**

Penquis Community Action Program  
(Penobscot& Piscataquis Counties)  
Toll Free.....1-877-374-8396

**Western Maine Transportation Services/  
Pine Tree Transit**

Auburn  
Lewiston.....207-784-9335  
Lisbon.....1-800-393-9335  
Norway  
Rumford  
South Paris.....1-800-499-2800  
Mexico.....1-800-339-9687  
TTY for all.....1-800-851-3191

**Regional Transportation Program**

Portland & Cumberland County.....207-774-2666

**Waldo County Committee for Social Action**

Belfast.....207-338-4769  
Toll Free.....1-800-439-7865

***Transportation Providers (Cont.)***

**Washington-Hancock Community Agency**

Milbridge.....207-546-7544  
Toll Free.....1-888-805-5552

**West Transportation, Inc.**

Milbridge.....207-546-2823

**York County Community Action Program**

Biddeford.....207-283-1446  
Kittery.....207-748-1776  
Sanford.....207-324-5762

## University of Maine System

### University of Maine Augusta

46 University Drive  
Augusta, ME 04330-9410.....207-621-3000  
Toll Free.....1-877-862-1234  
TTY.....207-621-3107 **OR** 1-800-316-3600

### University of Maine Augusta/Bangor

216 Texas Avenue  
Bangor, ME 04401-4367.....207-262-7800

### University of Maine Augusta/Lewiston-Auburn

51-55 Westminster Street  
Lewiston, ME 04240.....207-753-6600

### University of Maine Farmington

Farmington, ME 04938.....207-778-7000

### University of Maine Fort Kent

23 University Drive  
Fort Kent, ME 0473  
Toll Free.....1-888-879-8635

## *University of Maine System (Cont.)*

### University of Maine Machias

9 O'Brien Avenue  
Machias, ME 04654-1397.....207-255-1200  
Toll Free.....1-888-468-6866

### University of Maine Orono

Orono, ME 04469.....207-581-1110

### University of Maine Presque Isle

81 Maine Street  
Presque Isle, ME 04769.....207-768-9400

### University of Southern Maine

PO Box 9300  
Portland, ME 04104-9300.....207-780-4141  
Toll Free.....1-800-800-4876

## **Women, Work and Community**

Toll Free ..... 1-800-442-2092

Women, Work and Community assists women and men facing difficult changes in their lives. Services include counseling, referral and career exploration.

### **Augusta**

University of Maine Augusta  
46 University Drive, Stoddard House  
Augusta, Maine 04330-9410.....207-621-3438

### **Bangor**

WWC-UCB  
355 Maine Avenue  
Bangor, Maine 04401.....207-262-7840

### **Bath**

WWC Bath/Brunswick Center, UMS  
275 Bath Road  
Brunswick, Maine 04011.....207-721-8636

## ***Work, Women and Community (Cont.)***

### **Ellsworth**

WWC Mill Mall  
240 State Street  
Ellsworth, Maine 04605.....207-667-1834

### **Farmington**

WWC  
108 Perham Street, Suite A  
Farmington, Maine 04938.....207-778-2463

### **Houlton**

WWC  
18 Military Street  
Houlton, Maine 04730.....207-521-3130

### **Lewiston/Auburn**

WWC  
Lewiston-Auburn College, UMA  
51-55 Westminster Street  
Lewiston, Maine 04240.....207-753-6621  
**OR** 207-753-6622

Rumford-Mexico Outreach.....207-364-2945

**Millinocket**

WWC

28 Balsam Drive

Millinocket, Maine 04462.....207-723-9331

**Portland**

WWC

175 Main Street

South Portland, Maine 04106.....207-799-5443

**Presque Isle**

WWC

Northern Maine Technical College

33 Edgemont Drive

Presque Isle, Maine 04769.....207-764-0050

**Saco**

Saco-Biddeford Center UMS

110 Main Street, Suite 1101

Saco, Maine 04072.....207-286-1722

**Skowhegan**

WWC

203 Madison Avenue

Skowhegan, Maine 04976.....207-474-0788

***Work, Women and Community (Cont.)*****Thomaston**

WWC

Thomaston Center, UMS

60 Main Street

Thomaston, Maine 04861.....207-354-6312

**Waterville**

Box 13G, 19 Hillside Avenue

Waterville, Maine 04901.....207-872-9482



## INTERNET RESOURCES

Bureau of Elder & Adult Services

[www.maine.gov/dhs/beas](http://www.maine.gov/dhs/beas)

Bureau of Medical Services

[www.maine.gov/bms](http://www.maine.gov/bms)

Centers for Medicare and Medicaid Services

[www.medicare.gov](http://www.medicare.gov)

Legal Services for the Elderly

[www.mainelse.org](http://www.mainelse.org)

Maine Department of Human Services

[www.maine.gov/dhs](http://www.maine.gov/dhs)

Maine Department of Labor

[www.mainecareercenter.com](http://www.mainecareercenter.com)

Maine Long Term Care Ombudsman Program

[www.maineombudsman.org](http://www.maineombudsman.org)

Maine State Housing Authority

[www.mainehousing.org](http://www.mainehousing.org)

Northeast Health Care Quality Foundation

[www.medicarequality.org](http://www.medicarequality.org)

Social Security Administration

[www.ssa.gov](http://www.ssa.gov)

US Department of Veteran Affairs

[www.va.gov](http://www.va.gov)

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In accordance with Title VI of the Civil Rights Act of 1964, as amended by the Civil Rights Restoration Act of 1991 (42 U.S.C. § 1981, 2000e et seq.), Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), the Age Discrimination Act of 1975, as amended (42 U.S.C. §6101 et seq.), Title II of the Americans with Disabilities Act of 1990 (42 U.S.C. § 12101 et seq.), and Title IX of the Education Amendments of 1972, the Maine Department of Human Services does not discriminate on the basis of sex, race, color, national origin, disability or age in admission or access to treatment or employment in its programs and activities.

The Affirmative Action Officer has been designated to coordinate our efforts to comply with the U.S. Department of Health and Human Services regulations (45 C.F.R. Parts 80, 84 and 91) and the U.S. Department of Education (34 C.F.R. Part 106) implementing these Federal laws. Inquiries concerning the application of these regulations and our grievance procedures for resolution of complaints alleging discrimination may be referred to, The Affirmative Action Officer, 221 State Street, Augusta, Maine 04333. Telephone number: (207) 287-3488, V/TTY 1-800-332-1003, or to the Assistant Secretary of the Office of Civil Rights, Washington, D.C.

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